

Job Description



Service	Pennine Lancashire Vulnerable Persons Service
Job Title	Case Navigator
Salary	£21,490
Reports to	Team Manager
Operating Principles	<p>Lancashire Women's Centres work within Lancashire helping vulnerable and excluded people from a diverse range of backgrounds. We provide support through a variety of in house support and advice services. We assist service user by providing tailored support programmes, based on an individuals' need, which enables service users to improve their quality of life.</p> <p>All staff will contribute to the ongoing development of an ambitious, inspirational and outcome focussed culture at every level of service delivery.</p> <p>All roles will tangibly contribute to provide hope, connection, empowerment, choices and opportunities that promote people reaching their full potential as individuals and community members.</p> <p>All service delivery will model the belief that we all have the potential to make positive changes and to lead meaningful and purposeful lives, as involved and contributing members of society.</p>
Purpose of Job	<p>The service will deliver a new integrated and innovative model of care, meeting the needs of vulnerable people of all ages.</p> <p>The post holder will deliver and coordinate care, brokering in the services of other agencies to meet the needs of service users. Reducing risk , sustaining wellness and building resilience will be key aims of the service and this role</p> <p>To achieve this by facilitating engagement and participation in community activities and opportunities will be a key aspect of the role in order that individuals develop their abilities and potential as fully as possible.</p> <p>The post holder will provide individualised person centred support to vulnerable people to enable them to lead a positive and fulfilling life.</p>

	<p>The post holder will:</p> <p>Provide individualised packages of support & care to identified individuals who may present with a range of vulnerabilities, complexities and risks.</p> <p>You will broker and coordinate services offered by other agencies in order to meet the needs of service users, reducing risk and empowering the service user to achieve their personal goals and potential. Managing a caseload of service users deemed as vulnerable with the aim of improving health and wellbeing and reducing/diverting unnecessary frequent re-attendance at Accident and Emergency departments, GP's and other healthcare provision.</p> <p>Promote healthier lives, wellbeing and active, independent living, self-care & responsible citizenship.</p> <p>Deliver a range of evidence based interventions to support behaviour change.</p> <p>Assertively engage individuals in community activities promoting 5 ways to wellbeing.</p> <p>Promote carer and service user involvement</p> <p>Contribute to the development of community assets.</p> <p>Promote healthier life styles and increase service user choice, empowerment and resilience engendering a self-care approach.</p> <p>Contribute to the delivery of the psychotherapeutic programmes</p>
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Key Activities:

- Provide a responsive and flexible service to vulnerable people at times of highest need in community settings and at a range of health care venues such as Accident and Emergency, GP Surgeries and Urgent Care Centres.
- To engage with people deemed as vulnerable and provide them with a multi-agency integrated and individualised support package to address their social, psychological, familial, mental, and general health issues.
- Provide strength based assessments assertively linking into resources available to the service user to support improved health and wellbeing with a focus on positive community activities under the umbrella of '5 ways to wellbeing'
- To develop and review Multi agency Care Plans
- To broker, liaise and coordinate the services required to meet the needs of service users
- Coordinate and host multi-agency complex care meetings to ensure the highest quality is provided and risks are managed and reduced.

- Harm Reduction - Work to reduce any harms associated with the persons current behaviours or lifestyle that is causing personal or wider harms to self or others
- To provide assertive assisted referrals and follow up to service users needing additional support
- Develop and maintain strong links with key stakeholders in local services. Liaise with individuals, statutory and voluntary organisations as appropriate and represent the service at relevant meetings, forums and conferences in agreement with line manager.
- In conjunction with other staff offer social prescribing to improve social functioning and improve health wellbeing and resilience.
- To provide coaching using a broad range of psychosocial interventions including motivational interviewing, psychosocial interventions, cognitive behavioural techniques and brief interventions
- To promote behaviour change, encourage improved self-esteem, well-being, self-care and enhanced motivation.
- Contribute to the development and involvement of peer support networks & Peer Mentoring
- Ensure that all aspects of confidentiality are adhered to and consent to share information is a key element to building trusting therapeutic alliances.
- Recognise personal and professional boundaries and work within governance framework at all times.
- Actively participate in regular supervision and be willing to personally reflect on interpersonal dynamics within the therapeutic relationship and provide evidence of achieving performance targets alongside other supervision requirements as detailed in LWC policy.
- Uphold data protection legislation and only share client information as per LWC policy, local and formally agreed information sharing protocols and client confidentiality agreements.
- Contribute to established integrated working mechanisms such as Transforming Lives and Making Every Adult Matter
- Follow appropriate Safeguarding policies and procedures in order to protect Service Users, their families and the wider community in Pennine Lancashire
- Contribute to the delivery of training with partners across the service
- Maintain accurate, comprehensive and timely records of all work undertaken with and on behalf of service in line with organisational policies and procedures.
- Ensure that Equality of Opportunity policies and anti-discriminatory practice are adhered to and fully implemented at all times and that all practice positively promotes LWCs commitment to valuing diversity

General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly within the locality and multi-agency venues as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision. This will include a regular working pattern over a 7-day period including evening and weekend working as determined by service need.
- Seek to improve personal performance, contribution, knowledge and skills.
- To contribute to the overall performance of the service to ensure that contractual output targets are achieved.
- Contribute to maintaining safe systems of work and a safe environment.
- A commitment to maintaining a safe working environment complying with all health and safety legislation.

Knowledge and experience of:

- Quality issues across the range of activities involved in developing and a service operation.
- Risk assessment and care planning
- Undertake other duties appropriate to the grade of the post.

Person Specification**Essential criteria:**

- ✓ Experience of working with vulnerable adults/YP's in a health and social care setting and a clear understanding of the need for and ability to deliver quality services.
- ✓ Qualification in health and social care and / or relevant experience
- ✓ Knowledge and understanding of the pathways available within the Health, Social Care and Voluntary sector.
- ✓ Knowledge of risk issues pertaining to the client group.
- ✓ Sound and demonstrable knowledge of risk assessment and risk management.
- ✓ Knowledge of safeguarding children and vulnerable adult's procedures.
- ✓ Ability to deliver psychosocial interventions in 1;1 and group scenario's
- ✓ Ability to assess and care plan service users and formulate written reports as necessary.
- ✓ Community based support practices.
- ✓ Ability to work with and manage challenging behaviour
- ✓ Maintain professional boundaries and work effectively with partnership agencies.
- ✓ Demonstrate skills to undertake administrative duties.
- ✓ Excellent communication skills
- ✓ Ability to form trusting and constructive working relationships in a short space of time

Desirable:

- ✓ Knowledge of local services and geography.
- ✓ Advanced professional qualification in Health and Social Care, Counselling, Social work or Substance Misuse.
- ✓ Experience of contributing to project development.
- ✓ Ability to critically reflect and evaluate interventions and service delivery, identifying areas for development.
- ✓ A clean driving licence and access to own transport

And the ability to:

- ✓ Communicate confidently and effectively, verbally and in writing.
- ✓ Respond flexibly to the demands of the post.
- ✓ Work as a member of a team.
- ✓ Show a capacity to work alone and the ability to keep calm under pressure.
- ✓ Understand and have a commitment to the principles of equal opportunity and diversity.
- ✓ Employ a professional, empathetic and non-judgmental attitude towards service users.
- ✓ Show commitment to facilitating positive outcomes for service users.

This post is subject to a DBS check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.